Supportive Services Survey of Workforce Investment Board Programs
DRAFT
(please fill-in the blank)
Response from: ___East Jackson County____   Workforce Investment Area

The Missouri Training and Employment Council is currently developing a "State of the Workforce" report for Missouri. This report will be a foundation on which to build the implementation plan for meeting the needs of business and industry while serving individuals with the best programs that can be developed. Because "supportive services" are essential for individuals transitioning from low skill/low wage jobs or from welfare-to-work, and because understanding supportive services needs are important for both strategic planning and program development, we are asking for your help by completing this survey of supportive services among local Workforce Investment Areas.

We ask that your interpretation of the term "supportive services" be general and broad. By this we mean: **"any intervention by your staff for providing to clients either a specific single need (such as transportation to work) or multiple phases of services (such as may be required for counseling or substance abuse)."** The most important element in your response to our questions is that you depict only supportive services that are NOT provided by program funds; rather they are above and beyond what is normally provided and funded by the various funding streams for your Career Center. For example, we already know that certain child care payments are eligible expenses from Temporary Assistance for Needy Families funds (TANF). We are asking not about that program, rather how you may be providing a program to offer child care that is above and beyond those payments. How you fill the gap in the need for child care beyond your funding. Another example, some transportation payments are also made out of TANF funds, we know this. We ask rather, do you have a program that uses a consortium of agencies to purchase a car that is used for client transportation? We are looking for excellent ideas, **_best practices_** to provide services beyond the typical funding stream and fill the gap between client needs and funding levels.

1) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for
TRANSPORTATION "best practices:" (Please respond as follows)
Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)
- ❑ FEC accesses additional sources of funds for transportation to meet the needs of clients, including funds from the MARC.
- ❑ Bus passes are utilized in areas served by public transportation to maximize the utilization of resources for transportation.
- ❑ Job matchers consider transportation needs when creating jobs for clients, and develop jobs along public transportation routes for those clients who do not have transportation.

Unique **local resources** applied to this need:
_____ MARC Reverse Commute Funds_____

Funding source/sources for this program: (providing the amount is optional)

_____

2) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for
CHILD CARE "best practices:" (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)
- ❑ TANF clients are provided child care services through FSD sources
- ❑ FEC utilizes the KCMC Child Development Corporation child care sites for provision of child care services to WIA clients.
- ❑ Additional sources include referral to child care agencies listed in *Greater Kansas City Area Community Resource Guide* published by the Maternal and Child Health Coalition of Greater Kansas City.

Unique **local resources** applied to this need:

_____

_____

Funding source/sources for this program: (providing the amount is optional)

_____

3) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for
HOUSING "best practices:" (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

- ❑ MOU with Housing Authority of Independence
- ❑ Additional sources include referral to Housing Assistance sources listed in *Greater Kansas City Area Community Resource Guide* published by the Maternal and Child Health Coalition of Greater Kansas City.
- ❑ **Emergency Shelter and Services for Homeless**: Clients are referred to Community Linc Transitional Housing Program and Shefield Place if they have at least one child under the age of 18. Homeless clients are referred to reStart, Inc.
- ❑ **Emergency Assistance**: Clients may be referred to Salvation Army and United Services Community Action Agency for emergency assistance including food pantry, utilities, shelter, fan/AC program, clothing, Christmas, Thanksgiving, and medical transportation.

Funding source/sources for this program: (providing the amount is optional)

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4) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for
MENTAL HEALTH "best practices:" (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ Referral to mental health service agencies including Alliance for the Mentally Ill of Greater Kansas City; Don Bosco Community Center; Guadalupe Center; L.I.G.H.T. House; Mattie Rhodes Counseling Center; Midwest Christian Counseling Center; Samuel U. Rodgers Health Center; Swope Parkway Health Center; and Truman Behavioral Health Services.

Unique **local resources** applied to this need:
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Funding source/sources for this program: (providing the amount is optional)

5) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for
SUBSTANCE ABUSE "best practices:" (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ Clients are referred to the following agencies for alcohol and drug treatment: Tri-County Mental Health Services; Catholic Charities; Marillac; Niles Home for Children; Comprehensive Mental Health Services; Samuel U. Rodgers Health Center; Swope Parkway Health Center Imani House.

Unique **local resources** applied to this need:
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Funding source/sources for this program: (providing the amount is optional)

_____

6) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for
CONTEXTUAL LEARNING "best practices:"   (Please respond as follows)
(Contextual learning uses experiences on the job to impart further academic or technical skills and knowledge; learning in the "context" of performing a job).

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ Contextual learning concepts have been incorporated into On-the-Job Training Agreements and Training Plans with Employers, and identify skills to be learned on the job by clients.

Unique **local resources** applied to this need:

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Funding source/sources for this program: (providing the amount is optional)

_____

7) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **EMPLOYER-BASED** programs **"best practices:"** (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ Development of subsidized and unsubsidized internships, work experiences, and on-the-job training experiences with private and public sector employers.
- ❑ Development of job shadowing opportunities for youth with private and public sector employers.

Unique **local resources** applied to this need:

_____

Funding source/sources for this program: (providing the amount is optional)

- ❑ Discretionary national funds for high information technology training
- ❑ Ticket to Work Employer Network outcome payments
- ❑ SBC employer funds

8) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **CREDENTIALLING "best practices:"** (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ Provision of Saturday computer classes to older youth to increase credential attainment.

- ❑ Development of training plans for clients in work-based activities, including internships, work experience, and on-the-job training and certification of skills attained by employers.
- ❑ Contacting post-secondary institutions directly to obtain certificates of completion to verify credentials.

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

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9) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **MENTORING "best practices:"** (Please respond as follows)
(One-on-One case management, or job coaching, or more comprehensive mentoring program).
Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ All youth participating in work-based activities are assigned a mentor while *on the job*. Mentors are provided training as to their responsibilities.

Unique **local resources** applied to this need:
_____

Funding source/sources for this program: (providing the amount is optional)

- ❑ Employer contribution of mentoring time.

10) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **INDIVIDUAL DEVELOPMENT ACCOUNTS "best practices:"** (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ Individual Development Accounts have not been implemented.

Unique **local resources** applied to this need:
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Funding source/sources for this program: (providing the amount is optional)

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11) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **WHOLISTIC supportive service** programs **"best practices:"** (Please respond as follows) ("Wholistic" programs are designed to approach all aspects of supportive services needs, rather than one or two priority needs. All good customer service is wholistic, but do you have a program as such).

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ During the client assessment process, all of the support service needs of clients are assessed and referrals made to agencies to provide support services as part of our holistic supportive service program, and to ensure the success of clients during their program participation and their retention in unsubsidized employment.

Unique **local resources** applied to this need:

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Funding source/sources for this program: (providing the amount is optional)

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12) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **OTHER** programs **"best practices:"** (Please repeat for more than one "other" program, respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

- ❑ Other programs offered clients include the following:
  - o *Work Incentive Grant* to maximize placement opportunities for individuals with disabilities.
  - o *Missouri Mentoring Program – provides mentors to youth in work-based activities.*
  - o *ABE* classes at the One Stop Center.
  - o *NAP –* use of tax credits as incentives for employers to make program contributions.
  - o *COMBAT Treatment Program –* Training and placement services for clients who complete treatment.
  - o *COMBAT Prevention Program:* Development of internships for high risk youth.

Unique **local resources** applied to this need:

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Funding source/sources for this program: (providing the amount is optional)

- ❑ DOL national funds
- ❑ Missouri funds
- ❑ DESE funds
- ❑ Jackson County Tax Funds